

Establishing interoperability with workforce systems at *The Hillingdon Hospitals NHS Foundation Trust*

The Challenge

The Hillingdon Hospitals (THH) NHS Foundation Trust was in the process of rolling out a rostering system for doctors. To complement the rostering software, the Trust decided to introduce Patchwork's tech-enabled bank service. At the time, however, the two systems were standalone, meaning data had to be entered into the two separate systems to keep them both synchronised; creating admin burden and risking errors.

The Solution

In partnership with PA Consulting who were project managing the e-roster rollout, Patchwork undertook a transformation programme at The Hillingdon Hospitals NHS Foundation Trust to introduce greater visibility and 'grip and control' over temporary staffing. This involved working closely with stakeholders across the organisation to redesign operational processes and to introduce best practice pathways.

Working collaboratively, we created realtime integration with other IT systems to remove duplication in administrative tasks and ensure that frontline teams had access to the right information at the right time. Since going live with Patchwork, the Trust has grown its bank by 640% with projected contractual savings of over £1m.

Results

Staff Bank Growth & Increased Fill Rates

- 640% staff bank growth, in under 18 months
- 99% shift fill rate at THH's A&E department (the department with most shifts requested)

Reduced Rate Escalations

- £220k saved through agency avoidance - Shifts are broadcasted earlier, avoiding the need for last-minute rate escalations and outsourcing to agency.

Agency Replacement

- 110 shifts recalled to the bank using Patchwork's agency replacement tool.
- £18,000 saved through replacing agency shifts with an average cost saving of £161 per shift

"Patchwork makes liaising with multiple departments at once so much easier as both sides can see what stage bookings of shifts are at making communication faster."

Ellis Brady – Medical Locum Team, The Hillingdon Hospitals NHS Foundation Trust

Key Aims

- Introduce interoperability and an efficient service in partnership with e-rostering supplier
- Centralise fragmented processes and data into one platform
- Streamline workforce admin processes

Highlights



640% staff bank growth in under 18 months



95%+ fill rates consistently



£220k saved through agency avoidance



£119k p.a saved through enforced mandatory breaks for Bank Staff



Nearly 40% of the staff bank recruited from outside the Trust's pool of substantive staff



1x Finalist



HSJ PARTNERSHIP AWARDS